

ROBERT SMITH

Sr. Member Service Associate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Dynamic, results-oriented professional. Self-motivated, & possesses strong business acumen. Solid mix of analytical mindset, & problem solving abilities delivers results that achieve corporate objectives. Out-of-box thinker with creative visionary leadership strengths; resourceful team leader/player focused on core product value & mission to heighten progression. Articulate planner/organizer, stimulating communicator, & methodological work habits.

CORE COMPETENCIES

Money Management, Customer Service, Sales, Keyholder.

PROFESSIONAL EXPERIENCE

Sr. Member Service Associate

ABC Corporation - March 2007 – December 2009

Key Deliverables:

- Managed guest services, front office operations, employee scheduling, hotel amenities, & lobby operations.
- Ensured proper brand representation via qualitative service, appearance, & marketing strategies.
- Maintained expense reports, accurate logs of bank deposits, & invoices.
- Assured consummate experience for patrons.
- Monitored heck ins/outs.
- Tended the needs & concerns of patrons.
- Analyzed & responded to suggestions, & inquiries to ensure exceptional customer service.

Member Service Associate

Delta Corporation - 2006 – 2007

Key Deliverables:

- References Team Lead Stacia Williams -Phone (618) 659-7336 Cold Stone Creamery.
- Manage a cash drawer, maintaining little to no error.
- Conduct banking transactions for members in an error free timely manner.
- Promote member awareness on loan products and available financial services.
- Followed proper check-out procedures Ensured that customer satisfaction was guaranteed Enable customers to apply for PLCC, Discover and Direct charge .
- Member Service Associate Processed new member sign-ups, updated and made all account(s) information accurate.
- Processed credit card sign-ups, applications, and membership forms detailed and professionally.

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EDUCATION

- Bachelor of Science in Business Management - (LIBERTY UNIVERSITY - Lynchburg, VA)